

# Feedback on feedback | ICANN64

ccNSO Members Meeting in Kobe | March 2019

## Introduction

This document aims to evaluate the community feedback received regarding the ccNSO Members meeting at ICANN64 in Kobe, and provides the feedback from the ccNSO Meetings Programme Committee (MPC) in response. Read more about the ccNSO MPC here:

<https://ccnso.icann.org/workinggroups/mpwg.htm>

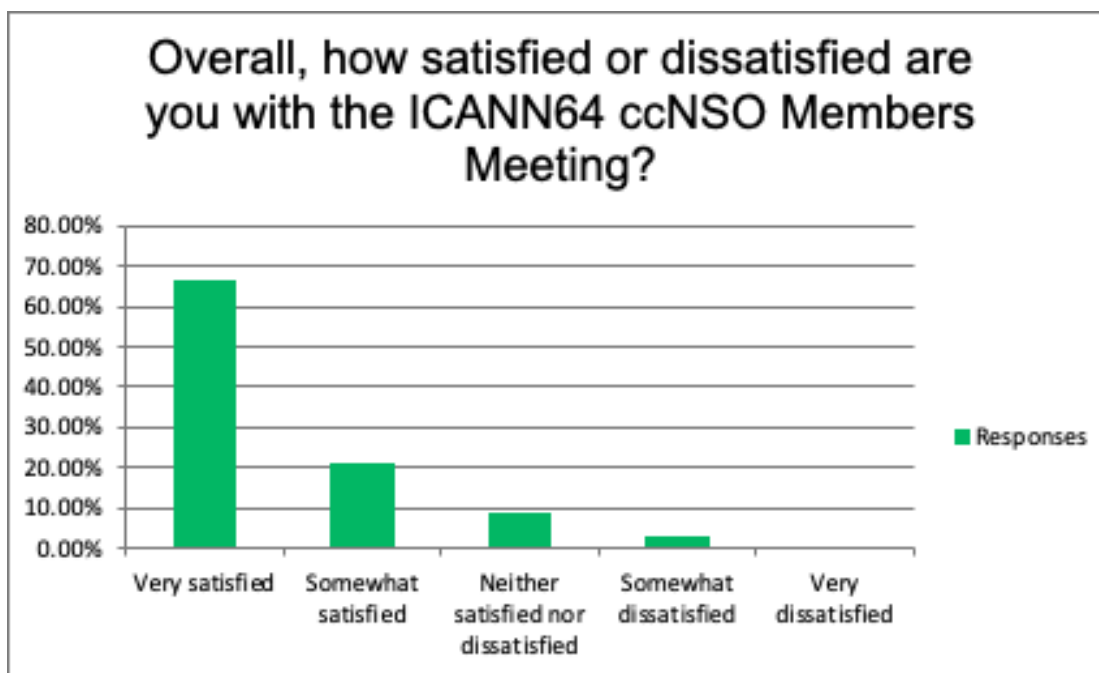
Feedback from the community on the ICANN64 ccNSO Members Meeting was collected via an online satisfaction survey with questions similar or identical to previous satisfaction surveys. The survey was shared via e-mail, social media and via an announcement on the ccNSO website with the ccNSO Members and ccTLD community on day 2 of the ccNSO Members Meeting. The survey closed 2 weeks later, on 27 March 2019, 23:59 UTC. 33 answers have been received, 10 more than the number of responses for ICANN63 in Barcelona. Consult the ICANN64 satisfaction survey results here:

<https://www.surveymonkey.com/results/SM-H3XRCK3V/>

On behalf of the MPC members, many thanks to all those that provided feedback: your input is valuable to us, and helps us in shaping future ccNSO Member Meetings.

## Feedback by the ccNSO MPC on the community feedback

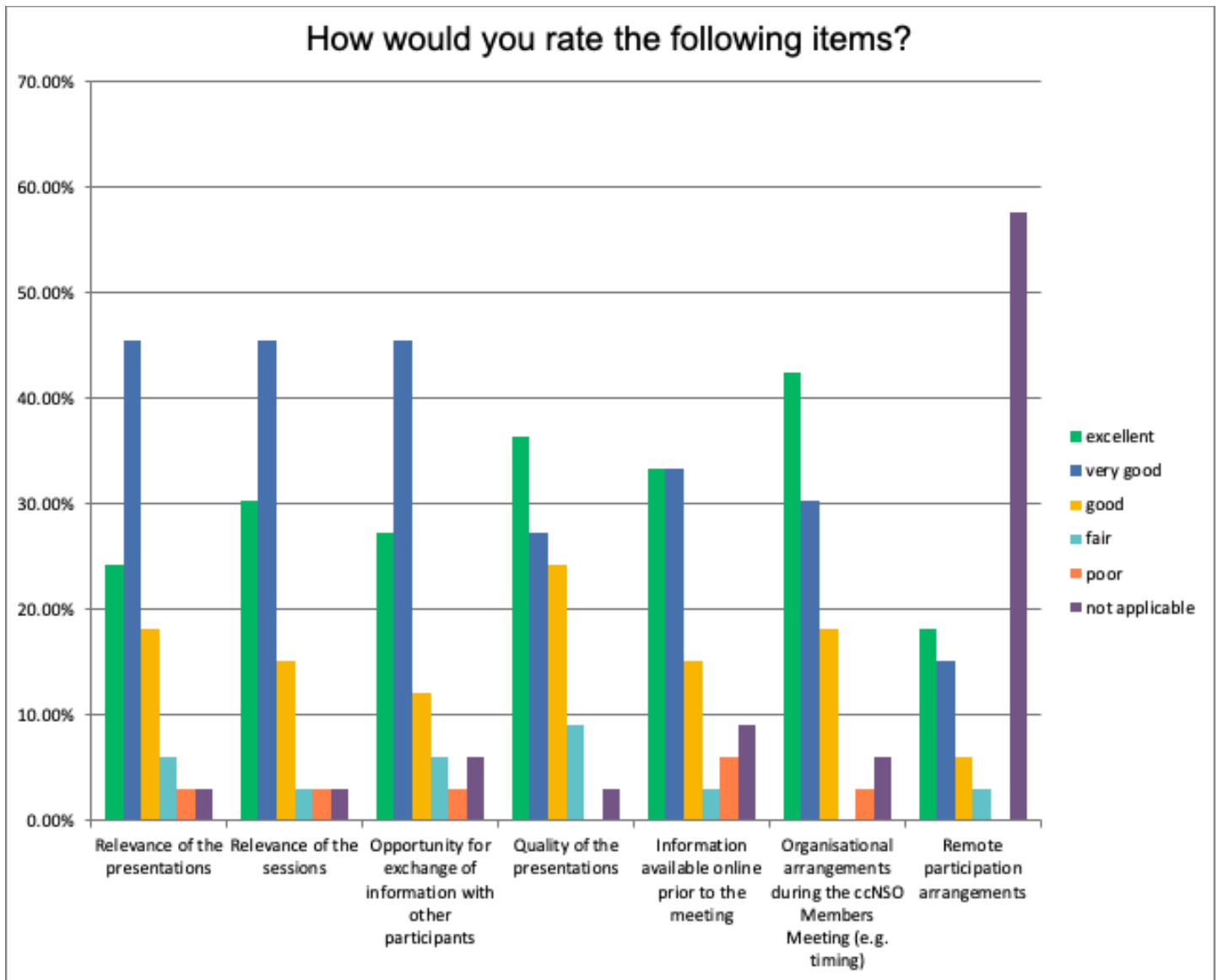
### 1. Overall, how satisfied or dissatisfied are you with the ICANN64 ccNSO Member Meeting?



### Response

The Meetings Programme Committee values your appreciation. We will continue to strive to meet the needs and expectations of the ccTLD community. Again many thanks for your feedback, your input is very valuable to us.

## 2. How would you rate the following items?



### Response

Overall, the individual items in the table above were rated positively, and the MPC members are grateful for this encouraging feedback. The MPC believes the direction of travel of the ccNSO Members Meeting is the right one, even though we fully recognise there is room for improvement. The MPC encourages those who cannot attend the Members Meeting in person, to participate remotely.

The ccNSO Secretariat shares as much information as possible ahead of the meeting, including details on the schedule, how to participate remotely, the agenda, preparatory material (if any) and a summary of the sessions covered during the ccNSO members meeting. All materials are posted on the ccNSO wiki, ccNSO website, shared via email and social media, and included in the ccNSO monthly newsletter. The aim is to allow participants, including those that are relatively new to the ccNSO, to have an informed discussion while attending the ccNSO members meeting. Interested parties are encouraged to subscribe to the monthly [ccNSO newsletter](#), to ensure staying informed on all relevant updates.

### 3. What aspects of the ccNSO Member Meeting went particularly well?

- Schedules went well as well as timing for respective schedules.
- "Remote participation. Presentations and audio recordings were published on time on the meeting site. This is a great opportunity to participate in the meeting without coming far.
- Everyday digests.
- Organization, subjects and schedule went perfect.
- The session lead by Giovanni where we were to go in groups were refreshing and lead to good conversations and feeling of getting to know some of the other members.
- I think the meeting went well, was very well organised and I'm sure the safe and clean atmosphere of Japan helped with that.
- I thought the introduction of the bar stools to "break the barrier" was brilliant. I've never been to a ccNSO meeting that had so much laughter, and I think the new arrangement really promoted that. I strongly suggest that this format be continued going forward.
- All sessions were well organized and relevant.
- The format that permits more interaction, such as Team working.
- All the session in Policy session was informative and made me help a lot.
- The sessions flow and the attempt to make the Meeting more intimate and friendly (with IKEA chairs) and more interactive with the cards- good idea. Also breaking into groups to brainstorm was a good exercise as usual
- Arrangement
- Marketing information session, e.g., from the Indonesian ccTLD.
- Timing.
- The layout of the agenda and consistency b/w the various topics
- intimate atmosphere
- Members and non-members seem to like the more interactive sessions. That is the feedback I also got personally. Certain sessions - such as PTI update - seem to be more boring.
- all
- timing
- Counsel meeting
- Well organize meeting, punctuality.
- The diversity of the topics. The brilliant idea of putting IKEA chairs in front of the table.
- Attempts to increase interactions, especially the stools.
- Regional Organization Session, ccNSO news session
- I liked Wednesday input best. Not everything was directly relevant for DNS belgium but most of it was relevant background info.
- The information Sessions, ccTLD News Session, Tech Day, other presentations

### Response

Thank you! Within the MPC we believe sharing best practices, concerns and/or recommendations by various players is fundamental.

During the introduction and welcome on day 1 of the ccNSO Members Meeting, the chair of the MPC and the ccNSO chair took the opportunity to recognise and welcome newcomers to the ccNSO. Furthermore, printed booklets with the ccNSO Quick Guide were distributed. This welcoming tradition creates a more familiar atmosphere. It was introduced a few meetings ago, and will be continued at ICANN65.

We take this opportunity to thank all the presenters for sharing their experiences with the community.

A special thanks goes the session chairs: they had a key role in engaging the audience via question rounds, their enthusiasm and chairing skills. The ccNSO secretariat organized two briefing sessions with the session chairs: one remote prior to the meeting, and one on-site briefing session in Kobe. Session chairs were invited to engage even more with the audience, to ensure sufficient interaction and involvement. The ccNSO Secretariat shared some tips and tricks on how to achieve this. Session chairs were also encouraged to literally break down the barriers, and use the bar stools where possible, to limit the distance between the audience and themselves and the other participants in their sessions. Session chairs do not only guide the conversation, but also keep track of time, and make sure the speakers stay within the slots allocated to them. Prep sessions have been organised for every ICANN meeting since 2017, but the tips and

tricks on how to increase the engagement were new for the Kobe meeting. The MPC realises that the opportunity for interaction should be a key focus during the agenda setting. It is worth noting that not all sessions are suitable for a workshop-style approach. We take this opportunity to thank all the session chairs for their collaboration and teamwork.

#### 4. What aspects of the ccNSO Members Meeting need improvement?

- None for now
- I think we should improve information exchange and contact between the councillors, for example to continue with more workshops will help on that.
- There are poor opportunities to get to know other members since we only have presentations or one-way information from council, board, liaisons etc.
- N/A
- It's usually the same names and faces doing the talking. It would be nice to see more folks getting more engaged.
- We are stuck in a very familiar, meeting to meeting format. It would be nice to break out of that, but I don't really see how given that we have a lot of on-going activities that need to be reported on. I'm still thinking about this...
- Some minor time over shoots.
- Participation and translation
- How to shape ccNSO Members Meetings during Policy Forums - Preparing for ICANN65: I think having survey before the ccNSO members meeting may be better to have a deeper discussion. The time was too limited to express the opinion.
- Better opportunity to talk and share knowledge.
- We should probably try non-PPT-format sessions with a general discussion of issues of mutual concern
- Materials before meeting
- more participation from the audience
- More integration among the participants.
- The update sessions. I would have them done once a year.
- none
- the website from where we obtain the presentations
- Materials before the presentation.
- Still more inviting atmosphere for the newcomers.
- Explaining my overall "poor" rating. I think the ccNSO should cover more strategically important topics and less operational/procedural issues and updates. Although the processes are important in the long term, these are made by mostly specialists. The audience however has a broader interest and in most cases are not interested in an update every 4 months. If they are they can read it in a simple report. The proposed topics I would like to see on the agenda are for example: DoH, what is the view of the cc-community, how do we take action on this, what are the strategic objectives of each ccTLD, how can the community help in each objective for each ccTLD bringing up its issues/objectives/challenges/... , are some of these challenges shared per region and is there cooperation possible, how, if we want that, can we cooperate in fighting cybercrime on a global/regional level, share more best practices (with strategic impact or of a major tactical importance such as platform-sharing, anycast-node sharing, change in Ry-RAR distribution model, ....)
- NA

#### Response

The Country Code Names Supporting Organisation (ccNSO) is a body within the ICANN structure created for and by ccTLD managers. Moreover, the ccNSO is one of the Decisional Participants of the Empowered Community (EC). The sole purpose of the EC is to exercise its rights and perform its obligations under ICANN's Articles of Incorporation and the ICANN Bylaws. The ccNSO Members Meeting is an ideal platform to inform the community about current and possible upcoming activities of the ccNSO as Decisional Participant. Since its creation in 2003, the ccNSO has provided a forum for country code Top Level Domain (ccTLD) managers to meet and discuss topical issues of concern to ccTLDs - including those topics related to the ccNSO's role within the ICANN environment - from a global perspective.

The ccNSO provides a platform to nurture consensus, technical cooperation and skill building among ccTLDs and facilitates the development of voluntary best practices for ccTLD managers. The best practice sharing during the ccTLD News Session, the topics addressed during Tech Day are just a few examples of how to meet the needs of the ccTLD community, without providing an overlap with the sessions and topics covered during the meetings by the various Regional Organisations, or between the members meeting and Tech Day.

The ccNSO is a very diverse community, and ccNSO Members Meetings should be a valuable platform for all participants equally, including those that are non-native English speakers. Unfortunately, there is no budget for on site interpretation or translations. However, the ccNSO Secretariat will remind all session chairs and presenters that supporting slides should be an added value, helping out those that have difficulties understanding English. The ccNSO Meetings Programme Committee and Secretariat aim to ensure the ccNSO Member Meetings remain interesting and relevant, and are conducted in an efficient manner.

Preparatory material is shared with the community ahead of the meeting, whenever possible. The ccNSO secretariat publishes the presentation slides as soon as possible on the overall ICANN schedule, while the ccNSO Members Meetings is still ongoing. Typically, the slides are uploaded shortly after – or even during – each session. The slides are then made available on the ccNSO website (<https://ccnso.icann.org/meetings/>) as well, after the meeting. Unfortunately, the presentation material often arrives to the ccNSO Secretariat at the last-minute. Behind the scenes, the ccNSO secretariat converts the slides provided into a format which is accepted by the AdobeConnect-room, ensuring a good user experience for remote participants and those attending in person. It is therefore not possible to upload the slides even sooner.

## 5. Which agenda topics do you like to see addressed at the next ccNSO Members meeting?

- Domain name security challenges as it currently affects ccNSO communities .  
Three cctlds Managers can be invited to share their experiences.
- DoH, IDN cctld
- We need more future-oriented topics like challenges to our market, the DoH is one example, the ICANN org DAAR project is another.
- The possibility of an assistance group, so experienced ccTLD registries can support and even implement registry solutions for the smaller and less technical ones.
- emerging trends on content regulation and data protection from the US and EU?
- Our responsibilities as a member of the Empowered Community... This is, I submit, an important educational need.
- More on ccTLD news.
- ccNSO organisational review discussion; ccNSO contribution discussion (sharing the idea of "how do they explain to their organization about paying ccNSO contribution")
- Universal Acceptance and IDN
- ccTLDs and governments in the context of the current shift in the internet governance paradigm; success stories, be those legal, administrative or technical issues
- Marketing
- Marketing; Legal
- Cybersecurity issues, and more about other ccTLDs. Small as well as big.
- Updates on ccTLDs, trends analysis
- not sure yet
- new products being sold by cctlds
- Marketing
- Research results on trends/technology related to domain name aspects
- Legal Issues, Marketing Issues, Regional Organization Meeting
- See above, also following Giovanni's session of Tuesday, more detailed input
- DoH

## Response

Community members are welcome anytime to suggest topics they like to see included in the next agenda of the ccNSO Members Meeting. The MPC and the secretariat will strive to put together a relevant programme for the ccNSO members and the broader ccTLD community. During the call for presenters for the ccTLD News Session, one of the suggested topics is indeed IDNs, but the focus of the ccTLD News Session for the upcoming ICANN Policy Forum in Marrakech will be policy-related presentations. Some of the suggested topics will be covered on the ICANN schedule, but not necessarily during the ccNSO Members Meeting. The response to the April 2019 call for presenters for the meeting in Marrakech has been rather low. Should you have suggestions on whom to invite as a speaker during the ccTLD News Session, kindly contact the Secretariat.

Regarding the suggestion to focus more on technical topics: the ccNSO Members Meeting has a different audience and purpose than Tech Day, and overlap should be avoided. However, occasionally the same topic can be approached from different angles: from a policy-related angle during the ccNSO Members Meeting and from a tech-angle during the ccNSO Members Meeting. Tech Day has been a part of ICANN Public Meetings for several years and provides a forum for both experienced people and newcomers to meet and to present and discuss technical registry topics, security, and DNS-related work.

## 6. Other comments

- ICANN 64 was a success.
- It is understandable that ccNSO as such have limitations concerning participation in the other PDP processes that is taking place in the gNSO, but nevertheless ccNSO should be worried about ending deeper into its own silo. It feels difficult to get clarity and understanding of which gNSO processes that may affect ccTLD's. In which way should or could/can ccNSO participate in these processes should be addressed; what mandate is possible for a representative for ccNSO in gNSO PDP's, should or could the ccNSO members share their knowledge and experience in such gNSO PDP's, how can ccNSO decide when it would be necessary to participate or share information / knowledge etc.
- I'm not sure I will be able to attend, however will keep track of the information shared.
- Thanks to the Secretariat staff and the programme committee for all their hard work.
- Keep good work!
- I believe we should be more open to experiments with formats and content
- Thank you to Katrina and staff
- no
- Thank you everyone for your hard work.
- Happy to be in KOBE
- N/A

## Response

Thank you! The numerous efforts by volunteers are a fundamental aspect to the success of the ccNSO, being driven by and for the community. General information sharing on what is happening in the ccTLD environment is a core focus for the MPC when drafting the agenda of the ccNSO Member Meeting. Finally, the MPC agrees that networking opportunities are part of a good meeting and the Programme Committee takes this opportunity to thank dearly JPRS for sponsoring the ccNSO social event.

Stay in touch!



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<https://ccnso.icann.org> & <https://community.icann.org/category/ccnso> (wiki)



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